

Frequently Asked Questions: 523 Gatensbury Residents

Updated: Tuesday, March 12, 2024

For the most current information, or to access our online translation tool, visit coquitlam.ca/GatensburyFire.



English	This is an important notice. Please have it translated.
Arabic	هذا إشعار مهم نرجو ترجمته
Chinese (Simplified)	此为重要通知。您需要请人翻译。
Chinese (Traditional)	此為重要通知。您需要請人翻譯。
Farsi	اطلاعيه مهم. لطفا ترجمه اش كنيد.
French	Ceci est un avis important. Veuillez le faire traduire.
Korean	중요한 공지사항 입니다. 번역하여 살펴 보시기 바랍니다.
Romanian	Acesta este un aviz important. Va rugam, sa îl traduceți.
Russian	Это важное уведомление. Пожалуйста, попросите, чтобы Вам его перевели.
Spanish	Este es un aviso importante. Busque alguien que le traduzca.
Tagalog	Ito ay isang mahalagang paunawa. Mangyaring isalin ito.

Has the Reception Centre closed?

The Reception Centre closed as of Monday, March 11 as all displaced residents have been provided with temporary accommodation. For ongoing information and updates, please refer to the other communication channels we've shared, including email updates from your building manager and the City's dedicated web page at coquitlam.ca/GatensburyFire.

For any immediate questions or concerns not addressed in this document, contact the Emergency Support Services via email at ESS@coquitlam.ca.

How long can I expect to receive temporary hotel accommodation through the Emergency Support Services?

We understand this is a difficult time for all residents affected by the Gatensbury fire. Under the [Emergency Support Service](#) program, we initially secured temporary accommodation, along with meal and incidental vouchers until Wednesday, March 13.

This has now been extended to Wednesday, March 20. Coquitlam's Emergency Social Services (ESS) team will be visiting hotels to process extensions over the coming days. Please note this may require some to relocate to another location.

Options for Alternatives to Temporary Hotel Accommodation: If you have the option of staying with family or friends, these arrangements may qualify for reimbursement. If you have not already done so, we also encourage contacting your insurance provider if you have coverage. Most insurance policies include housing assistance in situations like this.

See also the Housing section in the [Community Resources](#) page provided later in this document.

When can I expect to move back into my home?

Work is ongoing to assess the building for structural integrity, air quality and other safety considerations to determine what repair work is needed, and when residents can safely re-occupy their homes. Some areas of the building have sustained more damage than others, which means that some units will be restored more quickly than others. This evaluation is thorough and ongoing, and we do not have confirmed details at this time.

When will I be able to return to my home to retrieve my personal items?

We recognize the importance of your personal belongings. Currently, our priority is ensuring the building's structural stability and air quality safety, which means access to the building is temporarily restricted for all residents.

We understand some items may be urgently needed. If this is the case, please send your request to ESS@coquitlam.ca. The building manager will do their best to accommodate urgent requests while prioritizing safety. For items that are not urgently needed, we kindly ask for your patience and to delay such requests until the building is deemed safe for re-entry. This approach helps our on-site teams concentrate on the assessments and necessary repairs to expedite the process of safely returning you to your homes.

Where can I find ongoing information and updates?

We are committed to keeping you informed and will share updates on timelines and access as soon as information is available. Your understanding and cooperation are greatly appreciated.

To ensure all residents stay informed, please contact the property management company. Additionally, the City will regularly post the latest information on our dedicated page at coquitlam.ca/GatensburyFire.

For those who may not have internet access, updates will also be available through a recorded message on the HELP line at **604-927-4357**.

We appreciate your patience and understanding as we continue to work to get accurate and updated information to you.

I cannot get my ID and therefore cannot access government cheques or purchase a new phone. What do I do?

We understand some residents may have lost their government-issued ID in the fire. Please email ESS@coquitlam.ca with your specific needs and to be directed to appropriate resources.

Who do I contact if I have further questions or require additional assistance?

See the [Community Resources](#) page of this document.

For specific requests or other inquiries related to the supports available to you, please reach out to Emergency Support Services by emailing ESS@coquitlam.ca.

Additionally, it's important to keep an eye on your email for any updates from your building manager and information on the latest developments.

I did not have insurance, what resources are available to assist me in replacing personal items lost or damaged in the fire?

We understand that losses due to a fire can be incredibly challenging, especially when you're without insurance to cover the replacement of personal items. See the [Community Resources](#) page of this document for a list of local organizations, emergency assistance programs and charitable groups that may offer aid, such as clothing, household items and financial support.

Additionally, the Coquitlam Foundation is actively coordinating fundraising efforts to support residents displaced by the Gatensbury Fire. The Emergency Social Services (ESS) team is currently working closely with the Foundation to finalize the details on how affected residents can access this assistance. We expect to share more detailed information shortly.

How do I check the balance on the gift cards I was issued?

Through the Emergency Support Services program, affected residents were provided gift cards to cover meals and incidentals. It is the responsibility of residents to keep that card safe and to keep track of balances. Stores will not be able to tell you the balance on your card.

If there are not enough funds on the card, it may be declined at the point of purchase (e.g. if you are spending \$15 but only have \$14.50 on the card, it may be declined). You can also make partial payments (e.g. if you are spending \$20 but the card only has \$15, tell the vendor to take \$15 from the card and you will have to pay the remaining \$5 separately).

To check the balance on your gift card, visit JokerCard.ca or call 1-855-288-0926.

I understand funds have been donated to the Coquitlam Foundation for residents of 523 Gatensbury Street. How can I access that funding for me and my family?

We are grateful to the Coquitlam Foundation for stepping up to collect funds from community members looking to support affected residents. While we understand residents may be looking for longer-term solutions, at this time, our immediate focus is on temporary support and working to get as many residents back in the building as quickly as possible.

Once we have a clearer picture of the long-term impacts, the City will work with the Coquitlam Foundation to disburse funds based on needs and requests.

Community Resources

General

- **BC211** – Free, confidential information available 24/7 in over 240 languages, that links people to resources for help, including basic needs like food and shelter, as well as mental health and addictions support

bc.211.ca

2-1-1- (phone or text)

For Residents in Housing Need

- **BC Housing** – Provides assistance to those in need of emergency housing or ongoing housing support
bchousing.org/Housing-Assistance
604-433-2218
- **Metro Vancouver Housing** – Regional housing services with a focus on affordable rental homes for individuals with low to moderate incomes
MetroVancouver.org/housing
604-432-6200
- **Rent Bank (Tri-Cities Share)** – Provides interest-free loans to renters, to help them maintain their tenancy through help with their rent payment, hydro/natural gas payment or security deposit
sharesociety.ca/tri-cities-share-rent-bank
604-540-9161
- **S.U.C.C.E.S.S.** – Assists people with services, including housing
SuccessbBC.ca/service-categories/housing/
604-468-6000
- **YWCA Housing** - Provides housing for single women and their dependent children
ywcavan.org/programs/housing
604-282-3113

Food Resources

- **Food for Families (Port Coquitlam)** – Provided by CityReach Care Society, serves vulnerable families, individuals, and seniors through pre-packaged food hampers; pre-registration required
CityReach.org/FoodForFamilies
604-254-2489
- **Free and Low-Cost Food Directory** – Coordinated by Fraser Health, provides a list of free and low-cost food programs available to people in need.
FraserHealth.ca
- **Pet Pantry** – Operated by the Coquitlam Animal Shelter, offers pet food free of charge to those in need. Contact the Animal Shelter to arrange a time for pick up.
coquitlam.ca/AnimalShelter
604-927-787
- **SHARE Food Bank** – Part of the Share Family and Community Services, this food bank provides food support to those in need.
ShareSociety.ca/share-food-bank

Mental Health and Substance Use

- **Fraser Health Crisis Line** – Immediate, free and confidential crisis intervention and community resource information to people of all ages.
options.bc.ca
604-951-8855
- **Tri-Cities Mental Health and Substance Use Centre** – Provided by Fraser Health, services include assessment, treatment, individual and group therapy, referrals to supportive housing, residential programs and community support services, transition of care between services, older adult programs, crisis intervention and peer support.
FraserHealth.ca/Service-Directory/Locations/Port-Coquitlam/tri-cities-mental-health-centre
604-777-8400